

# Case Studies

*of* EXEMPLARY PRIMARY CARE  
PRACTICE FACILITATION  
TRAINING PROGRAMS

## Overview



Agency for Healthcare Research and Quality

Advancing Excellence in Health Care • [www.ahrq.gov](http://www.ahrq.gov)



Prevention & Chronic Care Program

IMPROVING PRIMARY CARE



# CASE STUDIES OF EXEMPLARY PRIMARY CARE PRACTICE FACILITATION TRAINING PROGRAMS

As part of its ongoing commitment to practice improvement, the Agency for Healthcare Research and Quality has developed resources and products to support the use of practice facilitation in primary care settings ([www.pcmh.ahrq.gov/page/practice-facilitation](http://www.pcmh.ahrq.gov/page/practice-facilitation)). A growing body of evidence indicates that practice facilitation, which is based on the creation of an ongoing, trusting relationship between an external facilitator and a primary care practice, is an effective strategy to improve primary health care processes and outcomes. Practice facilitation activities may focus in particular on helping primary care practices become patient-centered medical homes, but they can also help practices in more general quality improvement and redesign efforts.

As part of its work in this area, AHRQ commissioned Mathematica Policy Research to conduct case studies of three exemplary practice facilitation training programs in the United States and describe their formation, operation, and curricula. The three programs, which vary in location, administrative homes, and organizational and training models, were selected based on results of an environmental scan of existing practice facilitation training programs and nominations from the field.

We hope that these case studies will be useful to groups and individuals who are developing or improving primary care practice facilitation programs; trainers and students in existing programs; and other members of the primary care community, including clinicians and policymakers.

We are deeply grateful to the case study participants from the three exemplary programs for their time and significant contributions to this work:

## **Health TeamWorks Coach University**

Marjie Harbrecht, M.D., Chief Executive Officer, HealthTeamWorks

Jennifer Snyder, R.N., M.S.H.S., NEA-BC, Regional Director - East Coast, HealthTeamWorks

Kelly Bowland, M.S.M., Education and Training Manager/Quality Improvement Coach, HealthTeamWorks

Ballard Pritchett, M.B.A., Sales and Marketing Consultant and Strategist, HealthTeamWorks

## **Millard Fillmore College Practice Facilitator Certificate Program**

Larry Gingrich, Associate Dean, The State University of New York at Buffalo, Millard Fillmore College

Lyndee Knox, President, L.A. Net Community Health Resource Network

June Levine, Instructor - Practice Facilitator Certificate Program, The State University of New York at Buffalo, Millard Fillmore College

Diana Anderson, Practice Enhancement Assistant at The State University of New York at Buffalo, Department of Family Medicine

Deborah Kane, Program Manager, The State University of New York at Buffalo, Millard Fillmore College

Jeremiah Grabowski, Online Programs Coordinator, The State University of New York at Buffalo, School of Public Health and Health Professions

Chester Fox, Professor of Family Medicine, The State University of New York at Buffalo, Department of Family Medicine

### **Practice Coach Training for the North Carolina AHEC Practice Support Program**

Ann Lefebvre, M.S.W., CPHQ, Associate Director, Statewide Quality Improvement, NC AHEC Program, University of North Carolina at Chapel Hill

## CASE STUDIES OF EXEMPLARY PRIMARY CARE PRACTICE FACILITATION TRAINING PROGRAMS: OVERVIEW

The purpose of these case studies is to describe in detail the formation, operation, and curriculum of three exemplary Primary Care Practice Facilitation (PCPF) training programs. The case studies were selected based on results of an environmental scan of existing PCPF training programs and nominations from leaders in the field. As a group, the programs reflect varying geographies, administrative homes, and elements of PCPF organizational and training models. We profile the following training programs:

- ▲ HealthTeamWorks' Coach University
- ▲ Millard Fillmore College Practice Facilitator Certificate Program
- ▲ North Carolina Area Health Education Center (AHEC) Practice Support Program training

### Characteristics of PCPF training programs selected for case study

	HealthTeamWorks' Coach University	Millard Fillmore College Practice Facilitator Certificate Program	North Carolina AHEC Practice Support Program Training
<b>Host organization name</b>	HealthTeamWorks	State University of New York at Buffalo—Millard Fillmore College	North Carolina Area Health Education Center
<b>Organization type</b>	Nonprofit quality improvement organization	Continuing education college	State workforce program
<b>Year started</b>	2010	2013	2006
<b>How curriculum content is determined</b>	Adapted to clients enrolled in training	Standardized curriculum, updated and refined over time	Adapted to internal staff needs
<b>Sample areas of training</b>	Quality improvement methods, care coordination, population management, using evidence-based guidelines, meeting facilitation, problem solving, and health information technology systems	Quality improvement methods; collection, analysis, and use of data to improve performance; meaningful use of electronic health records; meeting facilitation and team building; and practice assessment	Clinical improvement consulting, practice system redesign and innovation, National Center for Quality Assurance patient-centered medical home recognition, electronic health record incentive program consulting, and practice management consulting
<b>Delivery mode(s)</b>	In-person training	Online	Video conferencing Webinars and in-person trainings
<b>Duration and intensity</b>	One-week boot camp plus yearlong followup period	13 weekly sessions at 90 minutes per session plus 40 hours of fieldwork preceptorship	One-day orientation plus tandem site visits, monthly Webinars, and ongoing training
<b>Average class size</b>	6 to 15	14	NA
<b>Faculty</b>	Faculty are HealthTeamWorks coaches	Course instructor and 2 or 3 guest speakers per session	3 regular course instructors and 6 or 7 outside experts
<b>Availability of training</b>	External, but only for organizations that contract with HealthTeamWorks	External (bachelor degree and relevant experience required)	Internal, coaches hired by the North Carolina AHEC program

	HealthTeamWorks' Coach University	Millard Fillmore College Practice Facilitator Certificate Program	North Carolina AHEC Practice Support Program Training
<b>Tuition</b>	Incorporated into organization's quality improvement contract with HealthTeamWorks	\$4,000	NA
<b>Number of trainees to date</b>	Nearly 100	28	70

NA = not applicable.

